



# TeleCraft<sup>TM</sup>

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Hybrid Key Telephone Communication System

## Features and Capabilities

Version 6.02

### Models:

TC-308, TC-616

TC-308-VM, TC-616-VM

TC-616-NHR, TC-616-NHR-VM

# About This Manual

We wrote this manual with you, the System Administrator, in mind. It describes TeleCraft's features in detail and includes installation instructions.

Considerable efforts have been devoted to writing it without including too many technical terms. Nevertheless, a few such terms are included. Therefore, we suggest that you read the Glossary before continuing.

We hope that reading, understanding, and using this manual will prove to be relatively easy tasks.

## Document Conventions

- Parameters**      This typeface is used to indicate a TeleCraft programming parameter.
- {information}      Curly brackets include information you key-in when you program TeleCraft.
- Examples          This typeface is used in all of the examples.

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# TeleCraft Features and Capabilities

This manual provides a general description of TeleCraft's features and capabilities. Refer to the Installation and Programming manual for details.

## **Basic definitions**

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**External line or "CO line".** This is a telephone line that comes from the telephone company.

**Port, station, extension.** These terms are used interchangeably. A port is the telephone connector in TeleCraft that can accept the telephone cord coming from your own telephone equipment. A port can accommodate telephones, FAX machines, answering machines, credit card readers, and any other communication equipment located in your office.

**Operator Console (DSS, BLF).** This unit provides a visual display of line and station status. It also allows you to communicate with others "hands free". Note that the Operator Console does not have a keypad nor a handset. It complements your existing telephone.

**Service mode.** TeleCraft provides two service modes: the business-hours mode (also referred to as the day-time mode), and the night mode. The night mode is also activated during your lunch break.

The Glossary of Terms at the end of this manual defines additional useful terms.

## ***The Equipment***

### **Lines, ports and expansion**

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TeleCraft's smallest configuration, the TC-308, provides 3 CO lines and 8 extensions. The TC-616 comes with 6 CO lines and 16 extensions. You can upgrade the TC-308 to the TC-616 by adding an expansion card.

### **Telephone types**

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TeleCraft operates with our multi-button display phones as well as virtually any two-wire analog telephone. Our multi-button phones are easier to use since they have dedicated buttons that automate your operation. More information is provided in the telephone's manual.

Two-wire analog phones are the common telephones that can be purchased anywhere and are used in many offices and homes. Many of them are cordless and almost all of the

recent phones are caller ID compatible. Similarly, these telephones need the message-waiting lamp to receive the message-waiting signal from TeleCraft's voice mail unit. These phones should have FSK and/or stutter dial tone message waiting capability.

TeleCraft does not impose any requirement on the telephones, except the ability to generate touch-tone DTMF signals (60ms or longer) and operate at PBX voltages! Note that if callers without touch-tone telephones call your organization, TeleCraft can connect them directly to the operator.

## **FAXes, modems, door-units, etc.**

TeleCraft is compatible with answering machines, FAXes, modems, credit card readers, door and gate openers, hands free telephones, door phones, caller ID boxes, and analog controllers. These devices may be connected to any TeleCraft port. When you connect high-speed modems, they should be connected to ports 6 and 7 only.

## **Caller ID**

Caller ID allows you to identify the caller before picking up a ringing telephone. Call waiting caller ID allows you to identify callers while you are already talking on the phone.

TeleCraft supports type I and type II caller ID but your telephone company must send the caller ID information. The Automatic Attendants do not interfere with it.

## **Operator Console**

TeleCraft's Operator Console provides a visual display of line and station status. The CO line status bi-color LEDs tell you when the line is free, ringing, busy, or on hold. The LED changes from red to green only when you are on this line. The station LEDs are red and indicate whether the extension is busy or not.

<b>LINE STATUS</b>	<b>LED DISPLAY</b>	<b>COLOR</b>
Available	OFF	
Ringing	Ring pattern	RED
On hold	Fast blinking	RED
Busy	ON	RED
Busy (I am on this line)	ON	GREEN

Note that the Operator Console does not have a keypad nor a handset. It complements your existing telephone.

In addition, the console allows you to communicate with others "hands free" via its speaker and microphone. The console is also used for public announce. All of the consoles connected to the telephone system sound an alert after which you may announce your message. While announcing, nobody can talk back to you.

The speaker is also used to alert you that a CO line is ringing. This feature can be disabled at your discretion.

## **Power failure**

In case of power failure, ports 6 and 7 automatically connect to external lines 0 and 1. GCT strongly recommends the use of a UPS (Uninterruptable Power Supply) to ascertain continuous operation during a power failure as well as to prevent malfunctions.

## **What is the Automatic Attendant?**

The Automatic Attendant is the part of your telephone system that automatically answers incoming calls instead of the operator. When a CO line rings, the Automatic Attendant promptly answers with a pre-recorded message. You can use the default message or record your own message, thus providing a level of personal service to your callers. A typical message may be:

*“Thank you for calling GCT. If you know the extension number you wish to reach, please dial it now. Otherwise, dial 2 for Sales, 3 for Customer Service, or 4 for Technical Support. Press 0 or stay on the line for the operator.”*

Of course, your message may be different, but it should be as short as possible and not longer than 2 minutes. Once the callers make a touch-tone selection, the Automatic Attendant connects them to the extension.

## **What is voice mail?**

Voice mail is the part of your telephone system that stores voice messages and notifies you when new messages arrive. Voice mail and the Automatic Attendants use the same hardware but perform different functions!

Mailboxes are user programmable. TeleCraft allows you to record your own message prompting the callers to leave you a message. You can also program your mailbox to notify you via your cell phone and/or pager as soon as a message arrives. The voice mail notifies you once or repeatedly until you hear all of the new messages.

## **Public announce**

TeleCraft offers two Public Announce methods: power announce and TC-6000 announce. Power announce requires an external audio power amplifier and speakers. The speakers may be installed throughout your office. The TC-6000 public announce uses all of the consoles in the office. Thus only people with the console may hear your announcement.

# ***Extension Numbers and Hunt Groups***

## **Extension numbers**

Each station has its own 3-digit extension number. All extension numbers start with “1”. The first is 100 and the last is 115.

Extensions 116 to 125 are used for phantom mailboxes. Dialing any of these extensions immediately transfers you to the corresponding mailbox.

Note that the first port is "port 00"; the second one is "port 01"; etc. The last port in TeleCraft TC-308 is "port 07" while the last port in TeleCraft TC-616 is "port 15". You cannot change port numbers.

The extension assignment is very simple. Port 00 is extension 100; port 01 is extension 101; and so on. See "Hands Free" below for hands free extension numbers.

## **Hands free**

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When the Operator Console is connected you can converse with anyone in the office without them having to use the telephone receiver.

The console connected to extension 100 is activated by dialing \*100. Similarly, the console connected to extension 101 is activated by dialing \*101 and so on. TeleCraft sends an alert signal to the console prior to activating it in order to notify the recipient that a "hands free" call is coming in. The VOLUME lever must be HIGH to hear the signal. All hands free conversations are limited in time. Note that when you are on the phone nobody can activate your Operator Console.

## **Special extension: Automatic Attendants**

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Extension number 180 is reserved for the Automatic Attendant in business 1 mode. Extension number 181 is reserved for the Automatic Attendant in business 2 mode. These extensions are not accessible from outside the office. See Voice mail and the Auto Attendants later on in this manual.

## **Special extensions: Operator Console controls**

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Extensions 190 to 193 control the console. Please see the console manual for further details.

## **Special extensions: Public Announcement**

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Extension number 199 is reserved for power public announcements. The traditional way of public announcement requires connecting your PABX to an audio amplifier. The amplifier, in turn, is connected to several loudspeakers that are distributed throughout the office. Dial 199 to activate this mode of announcement.

Extension number 198 is used for public announcements using the TC-6000 console. Your 198 announcements engage all of the consoles connected to non-busy telephones. The VOLUME lever must be HIGH to hear the announcement.

## **What is a hunt group?**

A hunt group is a method of connecting to anybody in the group whose telephone is not busy. Sometimes you call an organization to talk with anyone in a certain group within that organization. For example, you need to talk with a representative in Customer Service. For simplicity, this group is assigned a single digit number. Once the caller dials this single digit extension, the call is automatically routed to the first available representative. Note that all of the Customer Service representatives still retain their individual extension numbers, so callers can reach each Customer Service representative individually.

When a ringing telephone in a hunt group is not answered, the call is routed to the back up selected for this hunt group. Note that it is not routed to the next available telephone in the hunt group.

## **TeleCraft's hunt groups**

TeleCraft supports 6 hunt groups: 0, 2, 3, 4, 5 and 6. Note that "1" is NOT a hunt group since all extension numbers start with "1".

A hunt group can have up to 4 ports assigned to it. Any port can be included in any hunt group. Any port may be included in more than one hunt group. If you do not assign any port to a hunt group, the hunt group becomes empty.

Hunt groups allow for single-digit dialing. You can create a hunt group with a single telephone in that group.

## **Hunt Group 0**

Hunt group "0" is always treated as the Operator. All unresolved calls are directed to hunt group 0.

## **Hunt modes**

TeleCraft supports two hunt modes: **sequential** and **broadcast**. In the sequential mode, the first non-busy telephone in the hunt group rings. In the broadcast mode, all of the telephones in this hunt group ring simultaneously. Each individual hunt group can operate in either mode.

## ***Service Modes: Day or Night***

TeleCraft provides two service modes: the business-hours mode (also referred to as the day-time mode), and the night mode. The night mode is not limited to the nighttime. It can be activated during your lunch break as well.

Program each service to suit your communications needs. For example, the back up for a hunt group can be changed from the live operator to the voice mail system during your lunch break.

Switching between the day and night modes can be automatic or manual. In the manual mode, you have to manually switch TeleCraft between the two services. In the automatic mode, TeleCraft switches services at the times you specify at Installation or any subsequent re-programming (you set the internal clock and specify the times to enter and exit each service mode). Note that you can manually switch modes even when the system is in the automatic switching mode. TeleCraft stays in the selected mode until you change it again.

## ***The Back-up Concept***

Each port and hunt group have their associated back-up option. This option is used in three cases: (a) when the port or hunt group is busy, (b) when there is no answer, and (c) when “forwarding” is activated. The back up can be one of the following:

1. A hunt group,
2. An extension,
3. The Automatic Attendants,
4. Voice mail,
5. An external telephone number (the number must be entered in one of the Speed Dial numbers), or
6. No back up. In this case, the backup may be the operator.

Note that calls originating from within your office are not allowed to use option 5. In this case, TeleCraft routes the call to the operator. In most cases, when the back up is busy, the call is routed to hunt group 0. If hunt group 0 is busy as well, the caller hears the busy signal or gets disconnected.

## ***Calling Features***

TeleCraft provides its users with a convenient set of calling features as described below.

### **Direct extension dial (intercom calls)**

From any extension, lift the telephone receiver, wait for the intercom dial tone, and directly dial the destination extension number.

### **Direct line selection**

When you need to dial an external number, just press LINE 1, LINE 2, etc. to get any of your outside lines (the optional Operator Console is needed).

### **Dial “9” for external line**

Press 9 to get an external line. TeleCraft automatically selects the first free line and you hear the line’s dial tone. You hear the busy signal when there is no free external line.

## **Automatic “9” Insertion**

You can program any port to automatically dial “9” when the receiver is lifted. If an external line is available, you hear the line’s dial tone. Otherwise, you hear the error tone followed by the internal dial tone.

When the automatic 9 insertion option is selected, make internal calls by pressing FLASH to receive the intercom dial tone. Pressing FLASH does not change the operating mode. The next time the receiver is lifted, you’ll still connect to an external line.

## **Dial “8” for external line**

When there is a need to select a specific line, press “8” followed by the line number requested. For instance, to request line 3, lift the receiver and dial “83”. If line 3 is available, you will hear the line’s dial tone. Otherwise, you will hear the busy signal.

## **Call pick-up**

You can pick-up any ringing telephone from your office. Just press **PICK UP ANY** on your feature phone, or press \* 7. Note that you can selectively prevent picking up calls. See below.

## **Disallow call pick up**

Calls destined to FAX machines or to extensions that require extreme privacy should not be picked up. This feature disables picking up such calls.

## **Call hold, park**

This feature allows you to put callers on hold, and while on hold, they listen to music.

TeleCraft offers two hold types: exclusive and public (also called “call park”). Any time you press the FLASH key; the outside call is put on exclusive hold. Now you can transfer the call, create a conference call, convert it to public hold, or just press the FLASH key again to retrieve the call and continue the conversation.

The **PBX HOLD** button puts callers on public-hold (call park). You can then hang up knowing that the caller is on-hold listening to music. The Consoles throughout the office show this line as “on-hold” allowing anybody to press the corresponding LINE button and pick-up the call. Note that if you do not have a console, TeleCraft lets you know which line is on-hold by supplying several beeps denoting the line number.

Most telephone sets have a **Hold** or **Mute** button. This button only mutes its microphone and does not supply music on-hold. TeleCraft is unaware of this type of hold. You must use the HOLD button as indicated on the printed label.

## **Hunt hold, call queuing**

This feature allows you to put new callers on hold when all ports in this particular hunt group are busy. As soon as the first port becomes available, it receives the call. If any port is available but does not respond to a call, TeleCraft routes the call based on the hunt's back up.

Before putting callers on hold, TeleCraft plays a message informing them that they can press a key to make a different selection or just wait. The message repeats itself every 45 seconds. Callers on hold listen to music.

## **Call transfers**

You can directly transfer all conversations with external lines to anybody, and then hang up. While transferring, the transferred line is put on hold and may listen to music.

You can also transfer with privacy: put the call on hold (press TRANSFER or FLASH), converse with the third party, and if the third party agrees to receive the call, just hang up. Otherwise, press FLASH again to be re-connected with the person on hold.

Of course, you can also put the caller in PARK, hang up and use the public announce system to ask somebody to pick up the call.

## **Transfer to voice mail**

You can transfer all conversations involving external lines to any voice mailbox.

## **Call forwarding**

When call forwarding is activated, TeleCraft immediately re-routes all calls destined to this phone according to the back up selected.

## **Hunt forwarding**

You can divert (forward) calls from any hunt group to its back up. It is similar to "do-not-disturb". Hunt group forwarding can be activated and de-activated by entering the Programming mode. In addition, the operator at extension 100 can do it without entering Programming. This feature is useful when the operator needs to leave for a short while. You can activate hunt forwarding anytime regardless of the operating mode (day or night).

## **Port overflow**

When a phone is busy, TeleCraft can route calls to an alternate port before considering the back up. The alternate phone is the one with port number sequentially following the busy phone. For example, assume that your 2-line telephone is connected to ports 05 and 06. When port 05 is busy, all calls are routed to port 06. When port 05 is unattended, the calls are routed based on port 05's back up, but if port 05 is busy and you do not

answer port 06, than the calls are routed based on port 06's back up. If both ports are busy, port 05's back up is used.

## **Speed dialing**

TeleCraft stores up to 50 telephone numbers and re-dial them from memory. The first speed dial number is 700 and the last one is 749. Each speed dial number stores up to 40 digits and may include a calling sequence, credit card number, entry codes, etc.

For example, if you programmed speed dial number 710 to dial 1-310-575-1508. Pressing 710 causes TeleCraft to automatically select an external line and dial 1-310-575-1508. Of course, if the area code is not needed, it should not be entered.

## **Automatic dialing, door entry**

You may program any port to automatically dial any internal or external number immediately after you lift the receiver. This feature is especially helpful for door entry systems. Once a guest lifts the receiver, the designated telephone(s) ring, and you may let the guest in.

Note that in this mode, the port cannot perform call transfers, call pick-up, etc.

## **Conference calls**

You create a conference call by adding any internal extension or external telephone to an on-going conversation. Due to loss of signal levels, GCT suggests limiting the number of participants in the conference call. You cannot create a conference call unless at least one of the parties is external.

## **Call recording**

Call recording allows you to record a call with any outside person. TeleCraft plays a message informing you that the call is being recorded and suggests that you may hang up to prevent recording. This call is sent to your mailbox as a new message. You can limit the duration of call recording. See the Installation and Programming Manual.

## **Barge-in**

In emergencies, you can join any conversation that involves an external line. The duration of this barge-in is limited to 12 seconds.

You can barge-in to any conversation that involves external lines. You should follow the code of conduct in your organization before using this feature. Certain TeleCraft versions further restrict the use of this feature.

Step-by-step:

1. Lift your telephone receiver, and wait for the intercom dial tone.
2. Press "8" followed by "911" followed by the external line number to connect to.

3. Hang up when done.

### **High speed lines**

Many modem manufactures suggest that high-speed modems should be connected directly to the external lines thus excluding these lines from the pool of shared lines that connect to the PBX.

TeleCraft allows you to share these lines by providing high-speed connectivity between the external lines and the modems. Note that only two ports can access high-speed external lines.

### **Music on hold**

Callers on hold can listen to music. Music is externally supplied via the audio jack in the back of your TeleCraft unit. Note that instead of music, you can feed any other audio that may, for instance, inform the party on hold about additional services provided by your company.

## ***Incoming Calls***

Any external line has its own individual call handling assignment. For example, external line 1 may be "private" and all calls arriving on this line are routed to its owner. Lines that are "public" are routed to the operator, Automatic Attendants, a hunt group, etc.

When a call comes in, **TeleCraft sends a signal to all Operator Consoles to ring regardless of incoming call routing.**

TeleCraft can do any of the following:

### **Ring all consoles**

When a call comes in, TeleCraft sends a signal to all Operator Consoles to blink the corresponding LED, and to activate the "ringing" sound. This "ringing" sound may be disabled individually. You may answer this incoming call by pressing the LINE button corresponding to the ringing line.

### **Ring a hunt group**

TeleCraft routes any call arriving on this external line to the hunt group you have associated with this line.

### **Ring a port**

TeleCraft routes any call arriving on this external line to the port you have associated with this external line. This assignment is helpful if a private line is needed, and for FAX machines.

## **Route to the Attendants**

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TeleCraft routes any call arriving on this external line to the Automatic Attendant. You can specify business1 mode or business 2. TeleCraft does not answer the line when all of the Automatic Attendants are busy.

## **Route to a mailbox**

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TeleCraft routes any call arriving on this external line to a mailbox

## **Connect to an external line**

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In this mode, any call arriving on this external line causes TeleCraft to select an additional external line, dial an external telephone, and connect both lines together. The telephone number must be stored in one of the Speed Dial numbers. This method is called "call bridging".

## **No answer**

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In this mode, incoming calls are ignored. Note that all of the consoles still show that the line is ringing and you can answer the call as explained earlier in "Ring all consoles".

## ***Out-going and In-coming Call Restrictions***

Calling restrictions apply to out-going calls as well as incoming calls. Each telephone is assigned a restriction level allowing or disallowing making toll calls. In addition, you can allow placing toll calls only on certain external lines.

TeleCraft also allows you to prevent routing certain incoming calls from reaching selected extensions.

## **Toll restrictions: calling lists**

---

Telephone numbers have the following components: a 3-digit *area code*, followed by a 3-digit *prefix*, followed by 4 digits.

You can allow dialing certain area codes while disallowing all the rest. On the other hand, you can disallow dialing certain area codes while allowing all the rest. TeleCraft also lets you disallow calls based on their 3-digit prefix.

You can compose 4 calling lists called **Allowed List 1**, **Allowed List 2**, **Disallowed List 1**, and **Disallowed List 2**. Each list can have up to 8 entries and each entry can be up to 4 digits long. When placing out going calls, the first, and/or second, and/or third, and/or fourth digits can be monitored. Thus you can monitor area codes, prefixes and/or calling sequences starting with the "\*" key.

You can program each port in your TeleCraft unit to have one of eight calling privileges. Note that regardless of the restriction level, you cannot block calls to 911.

1. **No restrictions.**  
The port can make any call.
2. **Internal calls only.**  
The port can make internal (intercom) calls only. Any call that requires an external line (except 911) is blocked.
3. **Allowed list 1.**  
Calls within your area code, and calls matching your allowed list 1 can proceed.
4. **Allowed list 2.**  
Calls within your area code, and calls matching your allowed list 2 can proceed.
5. **Allowed lists 1 and 2.**  
Calls within your area code, and calls matching your allowed list 1 or allowed list 2 can proceed.
6. **Disallowed list 1.**  
Calls matching your disallowed list 1 cannot proceed. You cannot block calls to 911.
7. **Disallowed list 2.**  
Calls matching your disallowed list 2 cannot proceed. You cannot block calls to 911.
8. **Disallowed lists 1 and 2.**  
Calls matching your disallowed list 1 or 2 cannot proceed. You cannot block calls to 911.

## **External line lists**

You can compose 4 external line lists as follows.

- Any list can include up to 6 external lines.
- Any external line can be included in any list
- Any external line can be included in more than one list.

Every port is associated with one of the external line lists for (a) making outside calls, and (b) receiving calls from outside. A port can use the same list for incoming and out-going calls, if desired.

## **External lines: out-going calls**

Every port is associated with one of the external line lists for the purpose of making outside calls.

For example, port 00 may be associated with list 1, and port 01 may be associated with list 2. List 1 may include all available external lines while list 2 may include external line 3 only. Thus port 00 has access to all external lines while port 01 is allowed to make out-going calls only on external line number 3.

### **External lines: incoming calls**

---

Every port is associated with a list of external lines that are allowed to route calls to it. For example, port 00 may be associated with list 1, and port 01 may be associated with list 2. List 0 may include all available external lines while list 2 may include external line3 only. Calls arriving on any external line can be routed to port 00, while only calls arriving on external line 3 can be routed to port 01. This feature is necessary to provide total separation when an external line is associated with the Automatic Attendants.

### **External lines: incoming calls override**

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Note that you can override this feature on a call-by-call basis. Assume that port 10 cannot receive calls from any external line. Also assume that port 00, which is the Operator, can receive calls from any external line. The Operator may transfer the calls to port 10 at will. Note that this procedure has the added advantage of getting permission prior to the call transfer.

## ***Special Functions***

### **Door unit**

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Very often businesses have a locked door or gate. Guests just pick up the door telephone receiver in order to communicate with the receptionist. TeleCraft's automatic dial feature causes the telephone to dial an extension number or a hunt group when the guest lifts the receiver.

### **Message waiting**

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When callers leave messages, the internal dial tone stutters, and the message waiting light on your phone, if available, turns ON. After you hear all of your new messages, TeleCraft deactivates the stutter dial tone and turns the light OFF. The System Administrator may disable the stutter dial tone anytime.

## ***Counters and Timers***

### **Maximum number of rings**

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When you do not pick-up a ringing telephone within less than a pre-programmed number of rings, TeleCraft treats the phone as unattended. This pre-programmed number is called the "maximum number of rings." You can program it to be between 1 and 9 rings. Once TeleCraft detects that a telephone is unattended, it uses its back up to re-route the call.

## **Flash duration**

Many functions require you to press the flash key that sends a signal to TeleCraft for a certain time period. This time period is normally 0.6 second but some telephone manufacturers extend it. TeleCraft must be aware of any extended time period in order to prevent interpreting it as “disconnect”. Therefore, TeleCraft must be programmed for the **longest** flash time period supplied by your phones. You should be careful not to set it to a high value!

## **Incoming ring delay**

This is the number of rings TeleCraft has to receive before responding to an incoming call. Note that setting it to 2 or more causes TeleCraft to loose the caller ID information.

## **Recall time**

TeleCraft monitors the on-hold duration to prevent “forgetting” calls. If a call is on hold for too long, TeleCraft automatically routes it to the operator at hunt group 0. Thus, the Recall time is the maximum time a call can be on hold.

## **CO to CO time limit**

You can limit the duration of conversations that require an external line to be connected to another external line.

## **Real Time Clock**

TeleCraft keeps record of the time-of-day and day-of-the-week. This is used to “time-stamp” voice mail messages. It is also needed for switching from the NIGHT service mode to the DAY service mode and vice versa. Note that (1) mode switching can be automatic or manual, and (2) you need to set the clock after power fail.

# ***Voice Mail and the Automatic Attendants***

## **TeleCraft mailboxes**

Each extension and hunt group has its own mailbox. Thus, extension 100 owns mailbox 100; extension 115 owns mailbox 115; hunt group 0 owns mailbox 0, and so on.

TeleCraft also offers you 10 additional mailboxes from 116 to 125. These mailboxes are called “**phantom mailboxes**”. Phantom mailboxes support “remote” employees that work from home or from any other location. When you dial extension 116, for example, TeleCraft immediately activates voice mailbox 116 since extension 116 does not exist.

TeleCraft also provides two information-only mailboxes. These mailboxes play your pre-recorded messages without allowing callers to leave messages. Informational mailboxes

are useful in providing information like your web site address, fax numbers, business hours, mailing addresses, etc. When the attendant plays the greeting or the instructions messages, press 81 to hear the first mailbox or 82 to hear the second. Callers hear the Instructions message following any of the informational mailboxes.

Pressing 80 activates the employee directory as explained in Dial by Name below.

## **Attendants' main messages**

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When you direct arriving calls to the Automatic Attendant, the Attendant activates the DAY or the NIGHT greeting depending on the time the call arrives. The default DAY greeting is: *"Thank you for calling."* And the default NIGHT greeting is: *"Sorry we missed your call."* but you can record any other messages. The greeting message is played only once right after TeleCraft answers the call. When callers do not press any key, the DIALING INSTRUCTIONS message is activated.

During playing any of the Automatic Attendant main messages and for several seconds afterwards, callers can dial as follows:

**Direct dialing:** In most cases, the callers dial an extension (100 to 115), a hunt group (0, 2 to 6) or a phantom mailbox (116 to 125).

**Dial by name:** Callers can enter 80 to dial by name using the employee directory. TeleCraft then prompts them to enter the first 3 letters of the first or last name and then plays back the matching extension numbers along with the employee's name. Note that although TeleCraft prompts them to enter 3 digits, they may enter only two.

TeleCraft does not inform the callers about dialing by name thus it is up to the System Administrator (the SA) to decide whether to inform callers about it. The DIALING INSTRUCTIONS that you record may direct the callers to select this feature. A typical message may include: *"... or press 80 to dial by name."*

**Dial your information only mailboxes:** Callers can access two informational boxes by dialing 81 or 82. These mailboxes provide for supplemental routine information like your mailing or web site address, fax numbers, business hours, etc. Note that TeleCraft messages do not inform the callers of these informational mailboxes.

Thus, an all-inclusive DIALING INSTRUCTIONS message may be:

*"If you know your extension number, dial it now. Press 2 for Sales, 3 for Support, or 4 for Accounting. Press 80 to dial by name, 81 for our mailing address, or 82 for our web site. Press 0 or remain on the line for the operator."*

## **Default routing**

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Callers normally make a selection while the main messages are playing or within several seconds after they have ended. When callers do not make a selection, TeleCraft routes the call to the Attendant's default routing.

## **Two co-located businesses**

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The Automatic Attendants support two co-located businesses by providing each business with its own set of messages. Thus each business is associated with its own Day greeting, Night greeting, and an Instructions message. When you route a call to Attendants, you need to specify whether it is in business 1 or business 2 mode. The informational mailboxes, if used, are common.

## **Dialing errors**

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TeleCraft verifies that every extension number dialed is valid. When callers dial an invalid extension, the Automatic Attendants play the error message and then the Instructions message. Note that the Automatic Attendants do not play the greeting message again.

## **Repeating the Instructions message**

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Callers press 9 to repeat the Instructions message. It is important to note that when callers do not dial any extension, the message does not repeat and the call is routed to the default destination. TeleCraft limits the number of times it repeats this message.

## **Voice mail prompts**

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Callers arriving at your mailbox hear the default message that is “*Please leave a message for mailbox <mailbox number>*”. This message can be replaced with your own message, if you wish to record one. Then, TeleCraft plays additional instructions directing the callers to leave a message after the beep.

During any of these messages, the caller can press the # key to skip the rest of the messages. TeleCraft then activates the beep after which it starts recording. During these messages, the mailbox owner may press the \* key to access his mailbox. Pressing any other key aborts leaving a message.

A different set of voice instructions assist the mailbox owner in listening to his or her messages and in managing the mailbox operation as described later.

## **Voice mail notification**

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Once a message is left in your mailbox, TeleCraft notifies you locally as follows:

- a. It turns your phone's MESSAGE WAITING light ON (if available in your phone).

In addition and subject to your preference, TeleCraft notifies you as follows:

- b. It turns the stutter dial tone ON.
- c. When enabled, TeleCraft calls your pager once or until you retrieve the message.
- d. When enabled, TeleCraft calls any telephone, including your cell phone, once or repeatedly, and allows you to hear your message.
- e. A combination of the above.

See the Programming Manual for additional information.

## **Bypassing the Attendant**

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You are not required to use the Automatic Attendants. You can program any external line to be directed to a specific extension, a FAX machine, or a hunt group, as explained in this manual.

Note that you can program each CO line to “do not answer”. In this case only the Operator Consoles indicate which line is ringing and you can answer the line by pressing the corresponding LINE button.

## **The Attendant benefits**

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The Automatic Attendants are available 24 hours a day, 7 days a week. They answer calls promptly, normally after the first ring, so callers need not wait for a busy operator. The level of service is consistent, even at peak hours. But most of all, the Automatic Attendants save costs by substantially reducing the operator's load, and in many cases, actually replacing the operator. TeleCraft can effectively replace three operators since it has three Automatic Attendants.

## **Retrieving and Managing Your Voice Mail**

TeleCraft lets you use your office telephone or any telephone from anywhere outside of the office to listen to your messages. For more information refer to the User's Manual.

## ***Programmability: Meeting Your Needs***

Each person can program several parameters that affect his or her extension only. These parameters are: your password, your backup, call forwarding, automatic “9” insertion, and relaxed password protection. For more information see the User's Manual.

Only the system administrator can enter global programming. Once you enter global programming, you can modify any TeleCraft parameter, including the ones in local programming. Programming can be done from any extension or from outside of the office. With your authorization, however, a technician can remotely program your TeleCraft from his office.

## ***Behind PABX / Centrex Operation***

TeleCraft supports “behind Centrex” operation. Use it with your existing system to greet and automatically route calls based on the caller's response to the Automatic Attendant. Thus TeleCraft can complement almost any existing system.

# Glossary of Terms

## **Allowed List**

Many PABX systems can restrict toll calls. They allow you to call certain numbers while disallowing calling others. These numbers are in the Allowed list or the disallowed list.

## **Automatic Attendant**

The Automatic Attendant is like an operator. It is the part of the PABX that answers incoming calls by playing your recorded messages. The messages greet the callers and instruct them to dial the needed extension number. Once the caller selects an extension, the Automatic Attendant automatically routes the call to that extension.

## **CO Line**

Central Office. This is the switching equipment that provides local-exchange telephone service, that is, the telephone company. All of the telephone lines coming to your company are coming from the Central Office. A CO line is the same as an external line.

## **External Line**

An external line is the same as a CO line.

## **Extension numbers**

Extension numbers are the numbers assigned to each port for identification purposes during dialing.

## **Hunt Group**

Hunt group is a group of extensions that serve the same function. For example, if you call the Customer Service hunt group, the first non-busy extension in that group will ring.

## **PABX**

Private Automatic Branch Exchange. This is a switching system that makes the connections between your extension and other extensions or external CO lines.

## **PBX**

Private Branch Exchange. See PABX.

## **Phantom mailbox**

Phantom mailbox is a mailbox for a non-existent extension. TeleCraft does not support any extension in the range of 116 to 125 but if you enter any of these extensions, TeleCraft will send you to the corresponding mailbox.


## **Port**

A port is the part of the PABX that physically connects to your telephone equipment. A port in TeleCraft may be assigned any extension number you wish. See also Extension numbers.

## **Two-wire**

Telephone equipment may be connected with two wires or more. The two-wire connection allows the telephone to transmit and receive voice and other information, and is sufficient for full operation. The advantages of two-wire cables are ease of installation and reduced cable cost.

# Environmental Specifications

<b>Approximate Size:</b>	Length: 12 in. [31cm] Width: 10.5 in. [26.5 cm] Height: 2.4 in. [6 cm]
<b>Power input:</b>	12 VAC, 50/60 HZ, 1 AMP (1.5 AMP max.)
<b>Power Adapter:</b>	Certified UL/CSA listed direct plug-in transformer. Input voltage: 115 VAC±10%, 50/60 HZ Class 2. Output rated 12 VAC, 1.5 AMP.
<b>Temperature:</b>	Operating: 50 to 80° F (10 to 27° C); Storage: 50 to 104° F (10 to 40° C)
<b>Humidity:</b>	Operating: 20 to 80% relative humidity. Storage: 10 to 80% relative humidity
<b>Connectors:</b>	Telephone: RJ-11-C Music: 3.5mm, male, stereo or mono.
<b>Wires:</b>	 Solid or stranded, at least 26AWG.
<b>Weight:</b>	TC-616: Approximately 6 lb. 2 oz. TC-308: Approximately 5 lb. 8 oz. Power adapter: Approximately 1 lb.

## FCC Registration Information

This equipment complies with Part 68 of the FCC Rules. On the top of this equipment is a label that contains, among other information, the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. You must, upon request, provide this information to your telephone company.

The REN is useful in determining the number of devices you may connect to your telephone line and still have all those devices ring when your telephone number is called. In most, but not all areas, the sum of the REN's of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices you may connect to your line, as determined by the REN, you should contact your local telephone company to determine the maximum REN for your calling area.

This equipment uses USOC RJ11C connector. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack that is part 68 compliant. See installation instructions for details.

Should your telephone equipment cause harm to the telephone network, the Telephone Company may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice is not practical, you will be informed of your right to file a complaint with the FCC pursuant to the procedures set forth in Part 68, FCC Rules and Regulations.

Your telephone company may make changes in its facilities, equipment, operations or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

If you experience trouble with this telephone equipment, please contact GCT Service Center, telephone 310-575-1508 for information on obtaining service or repairs. The telephone company may ask that you disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

**No user serviceable parts contained in this equipment.** The user is cautioned that changes and modifications made to the equipment without the written approval of GCT will (a) void the warranty and (b) void the user's authority to operate this equipment.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs.

### **Interference Information**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna (that is, the antenna for radio or television that is "receiving" the interference).
- Reorient or relocate and increase the separation between the telecommunications equipment and receiving antenna.
- Connect this equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

If these measures do not eliminate the interference, please consult your dealer or an experienced radio/television technician for additional suggestions. Also, the Federal Communications Commission has prepared a helpful booklet, "How To Identify and Resolve Radio/TV Interference Problems." This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402. Please specify stock number 004-000-00345-4 when ordering copies.

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